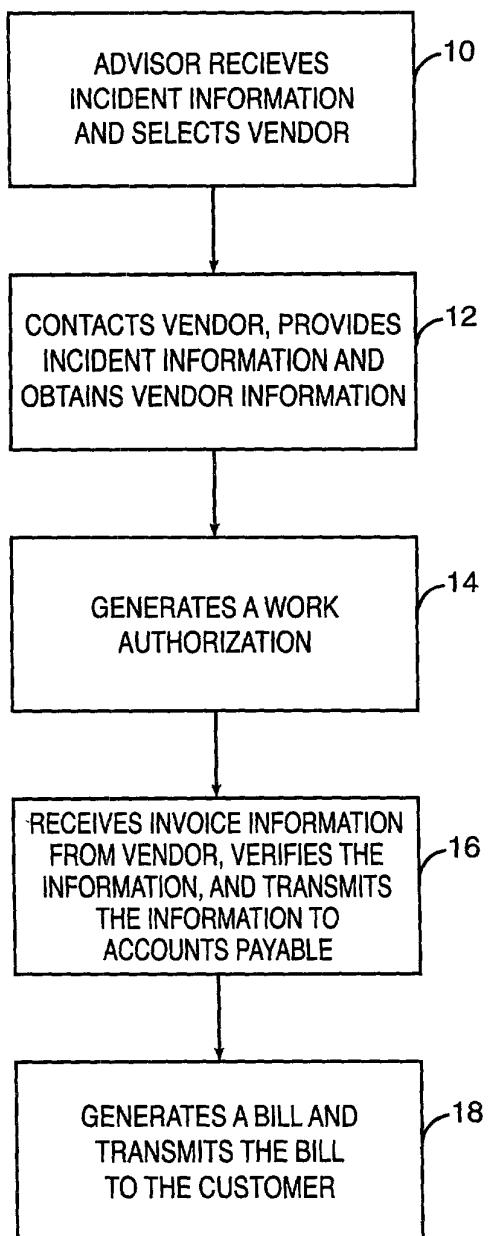


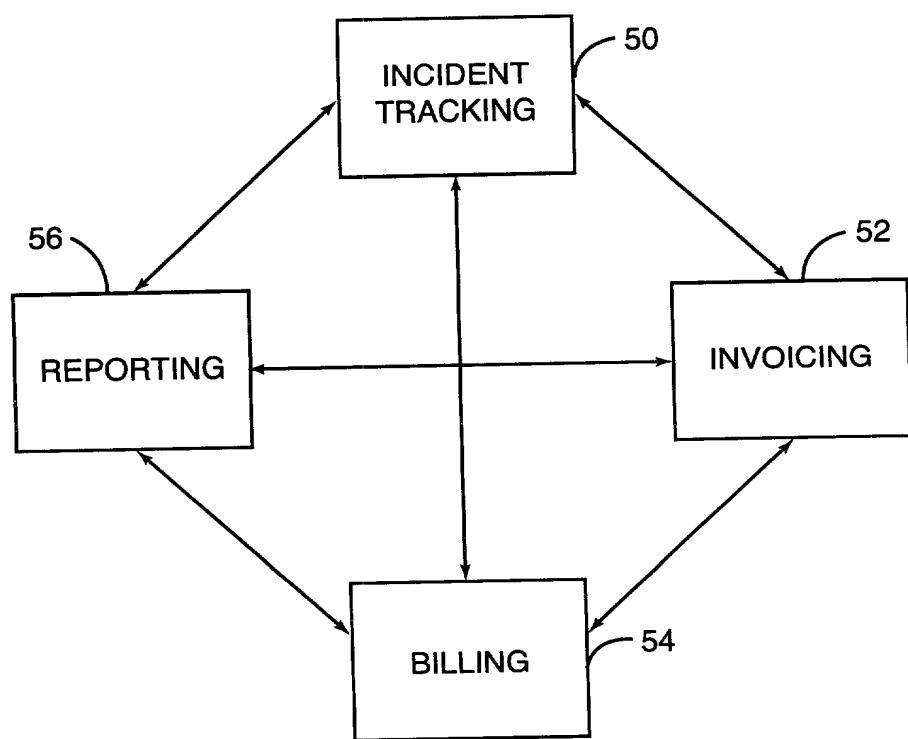
FIG. 1

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2126

FIG. 2



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FIG. 3

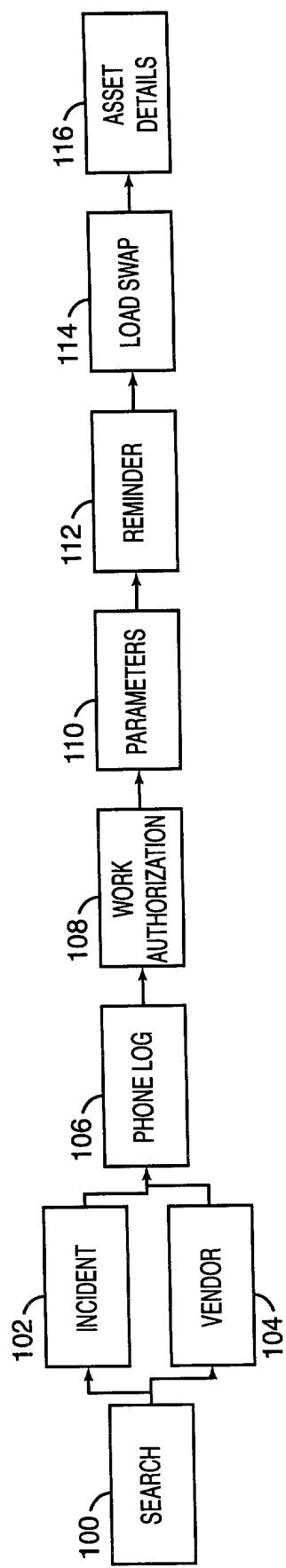
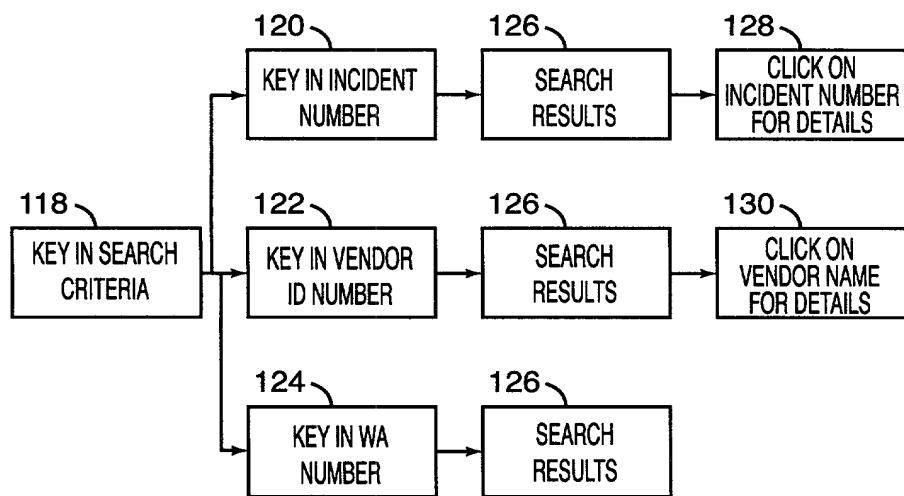
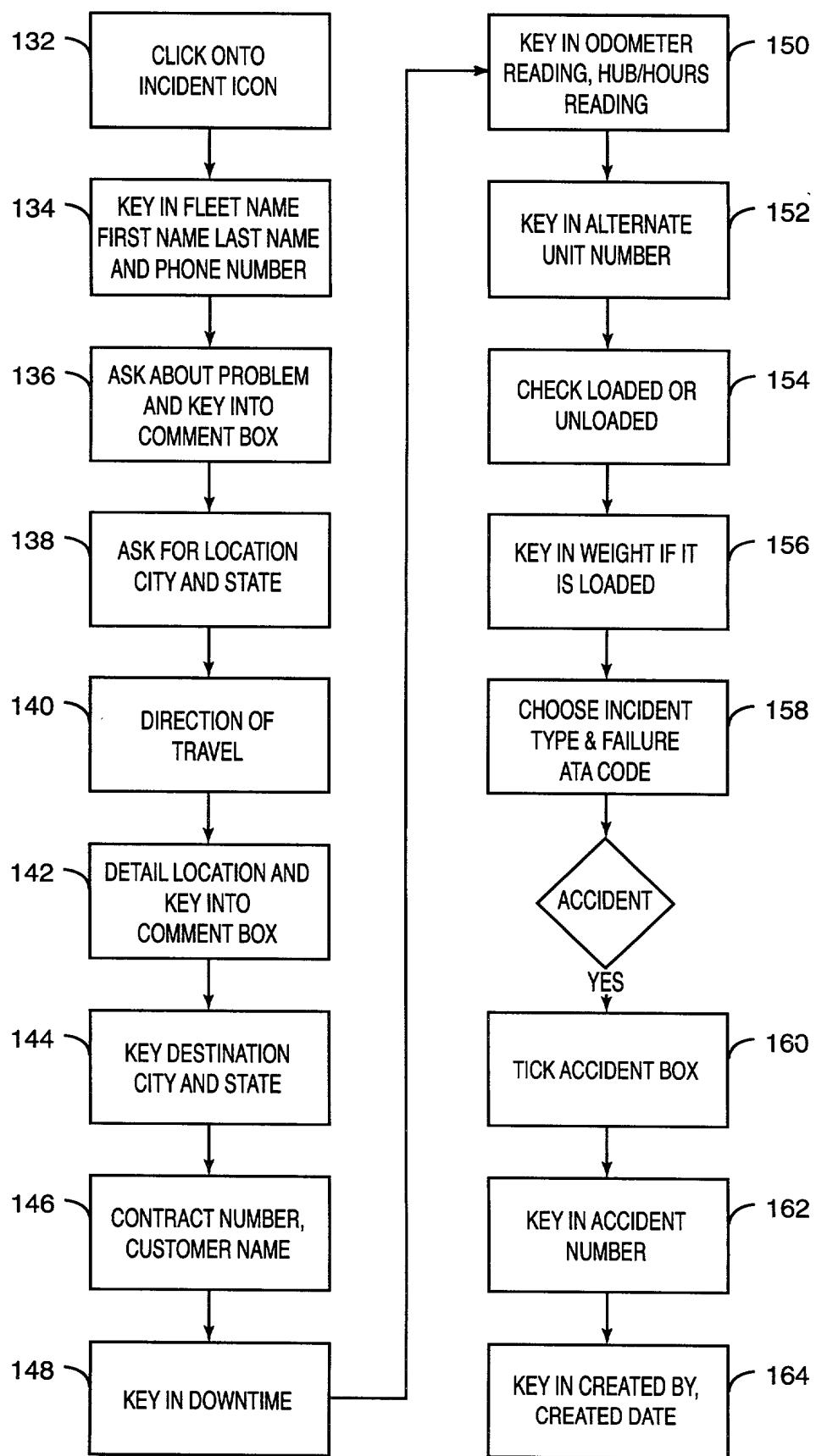


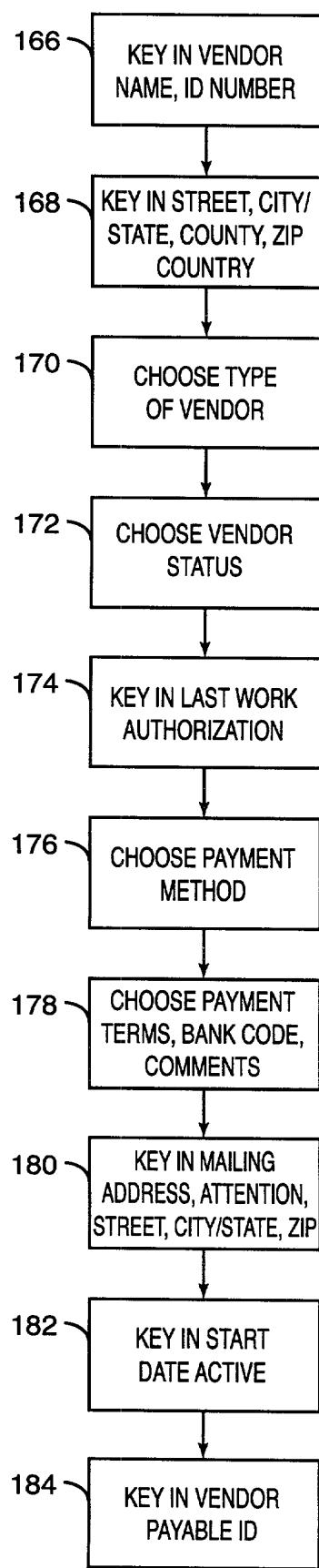
FIG. 4



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FIG. 5

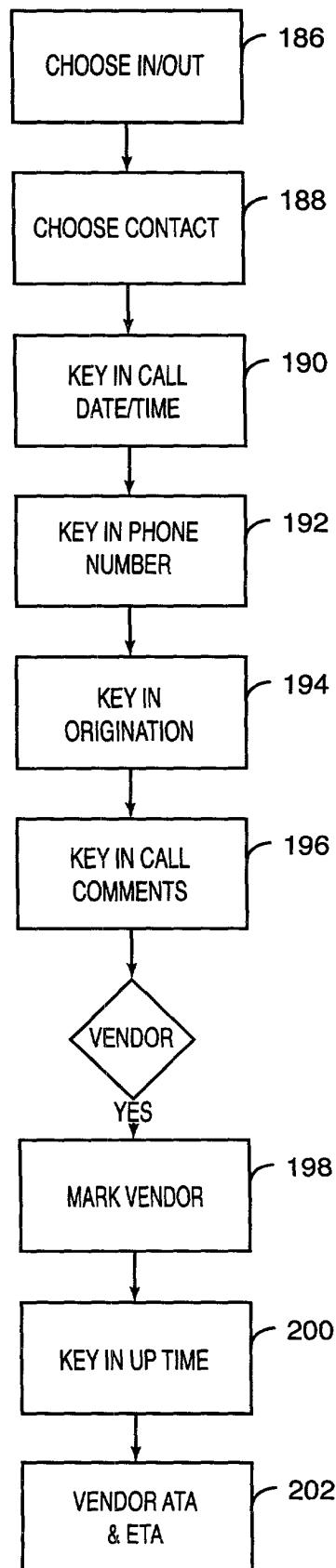


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**FIG. 6**



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FIG. 7



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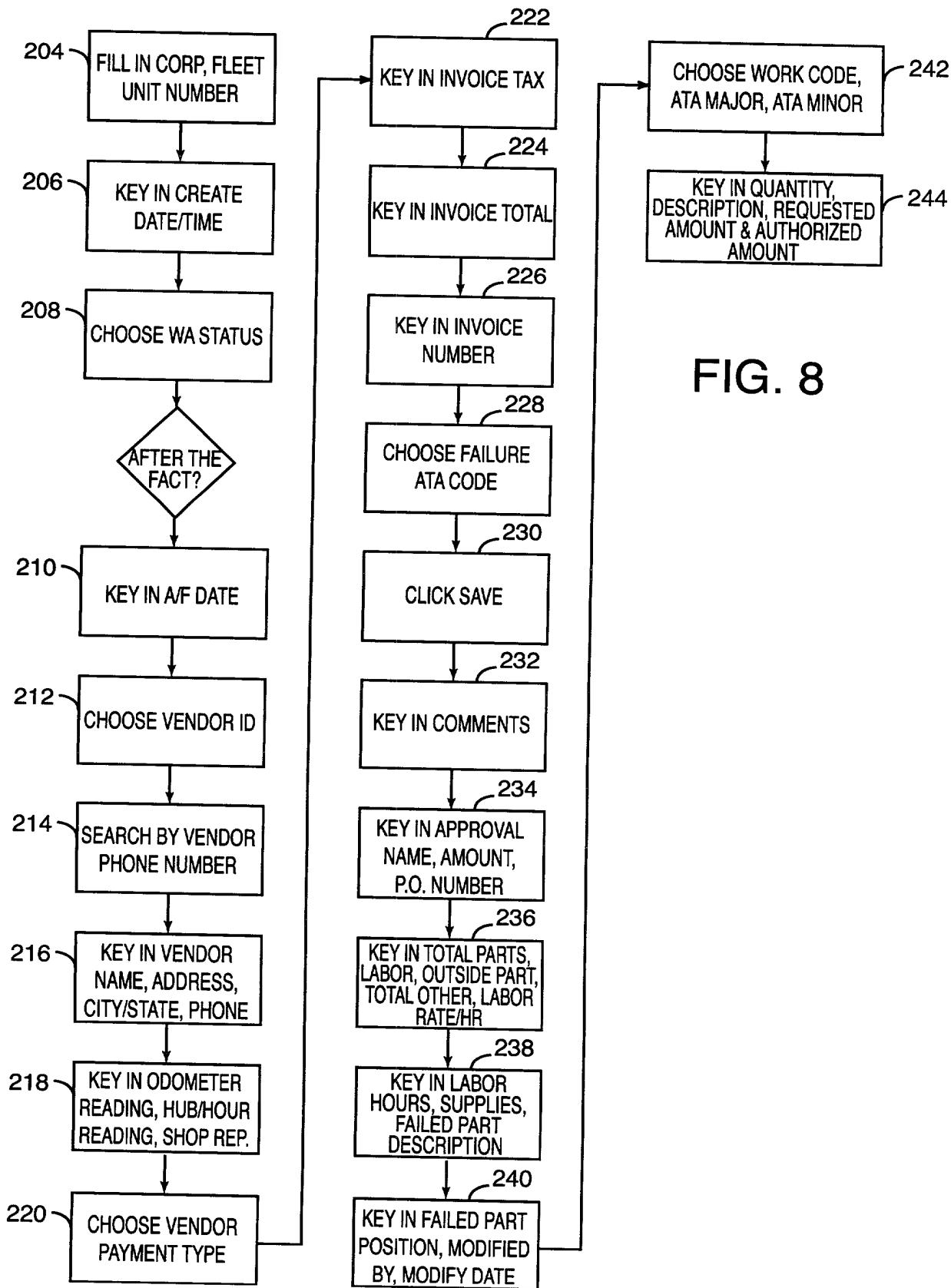
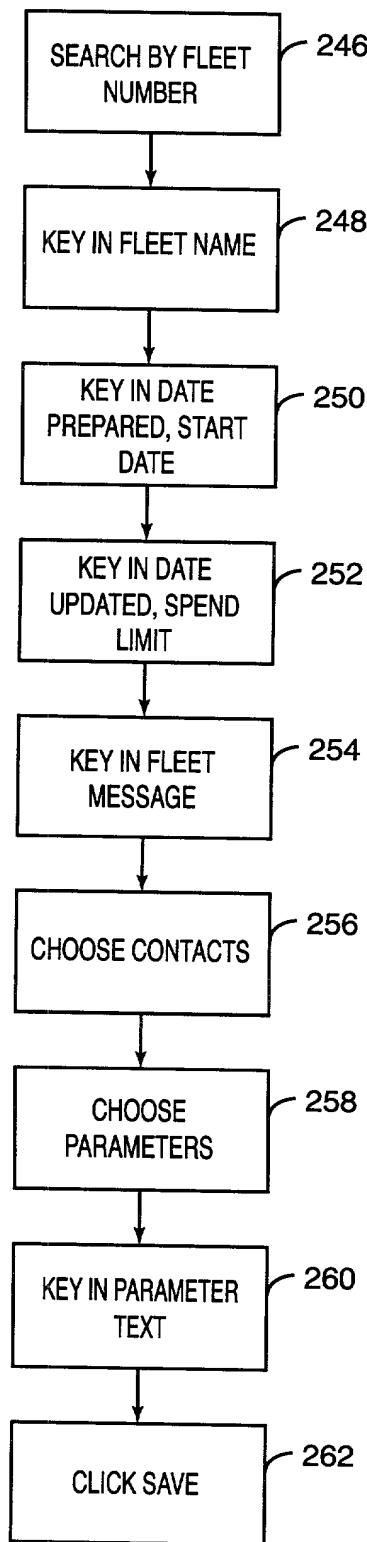


FIG. 8

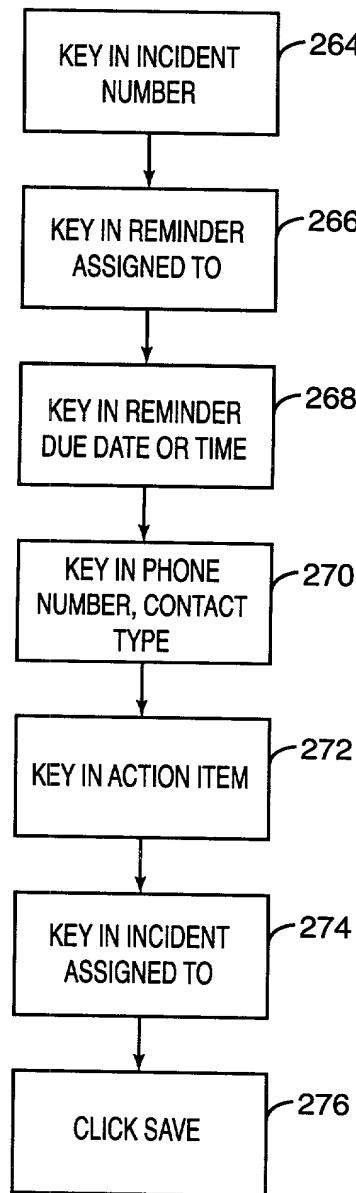
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FIG. 9



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FIG. 10



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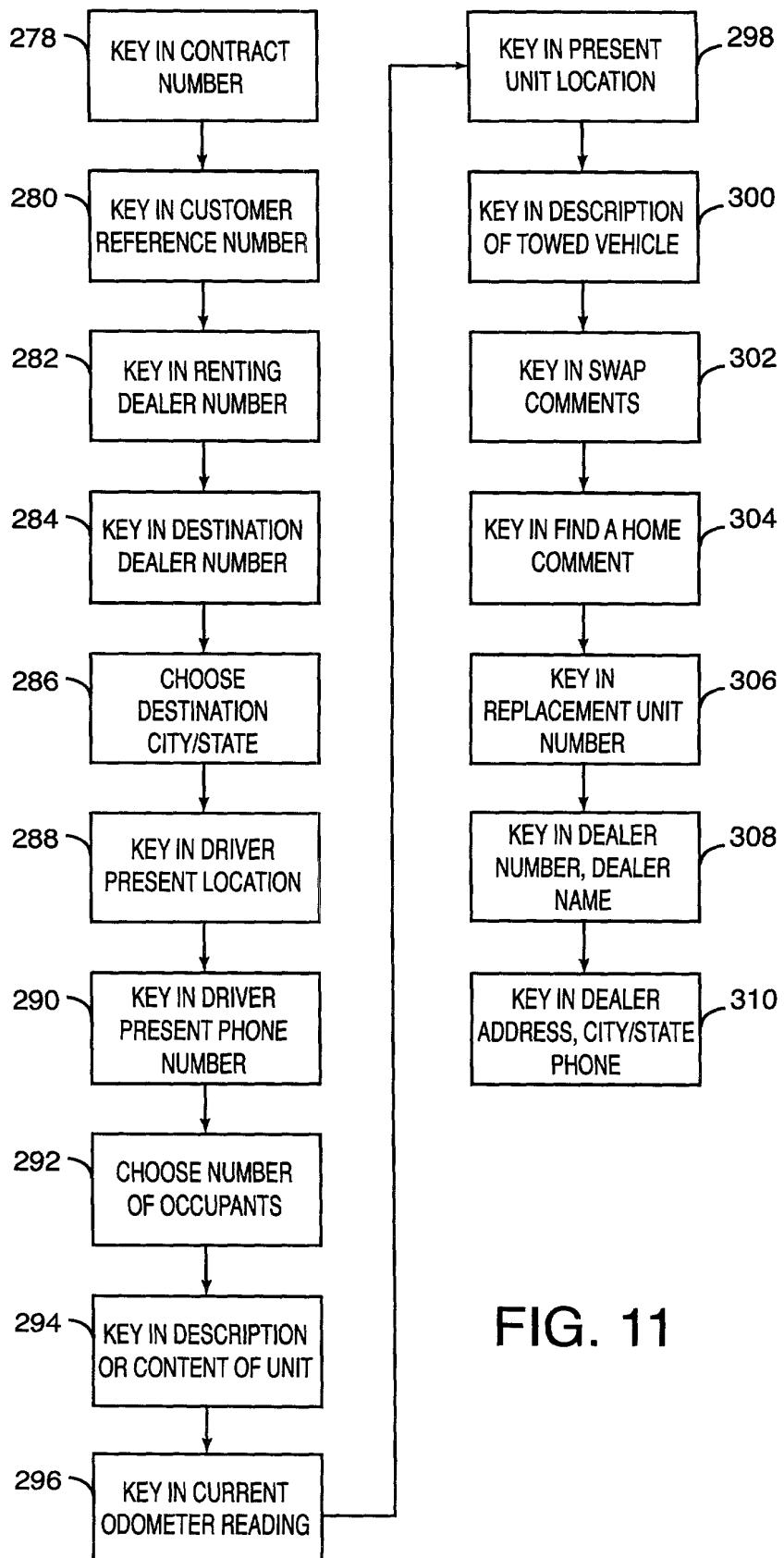


FIG. 11

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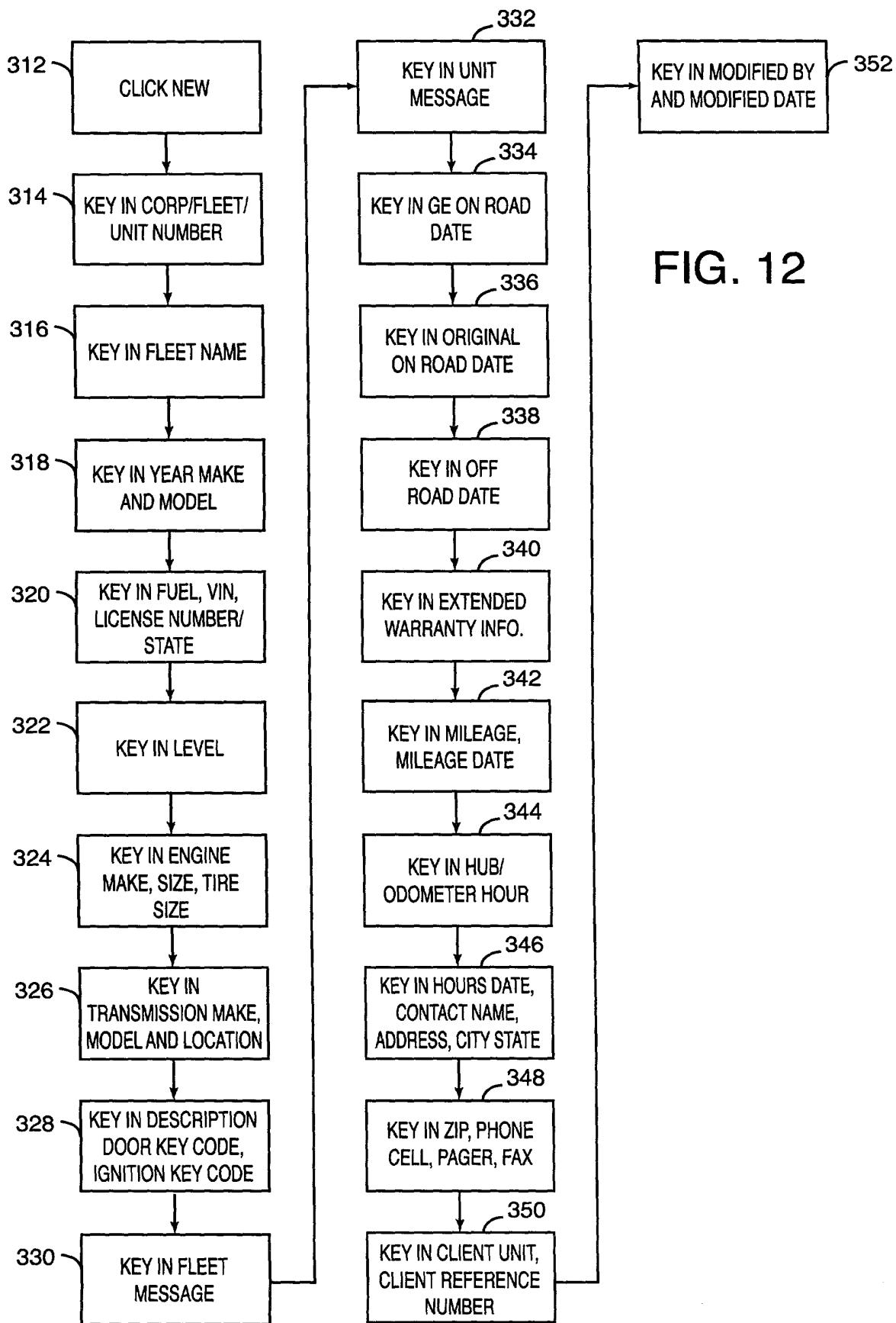
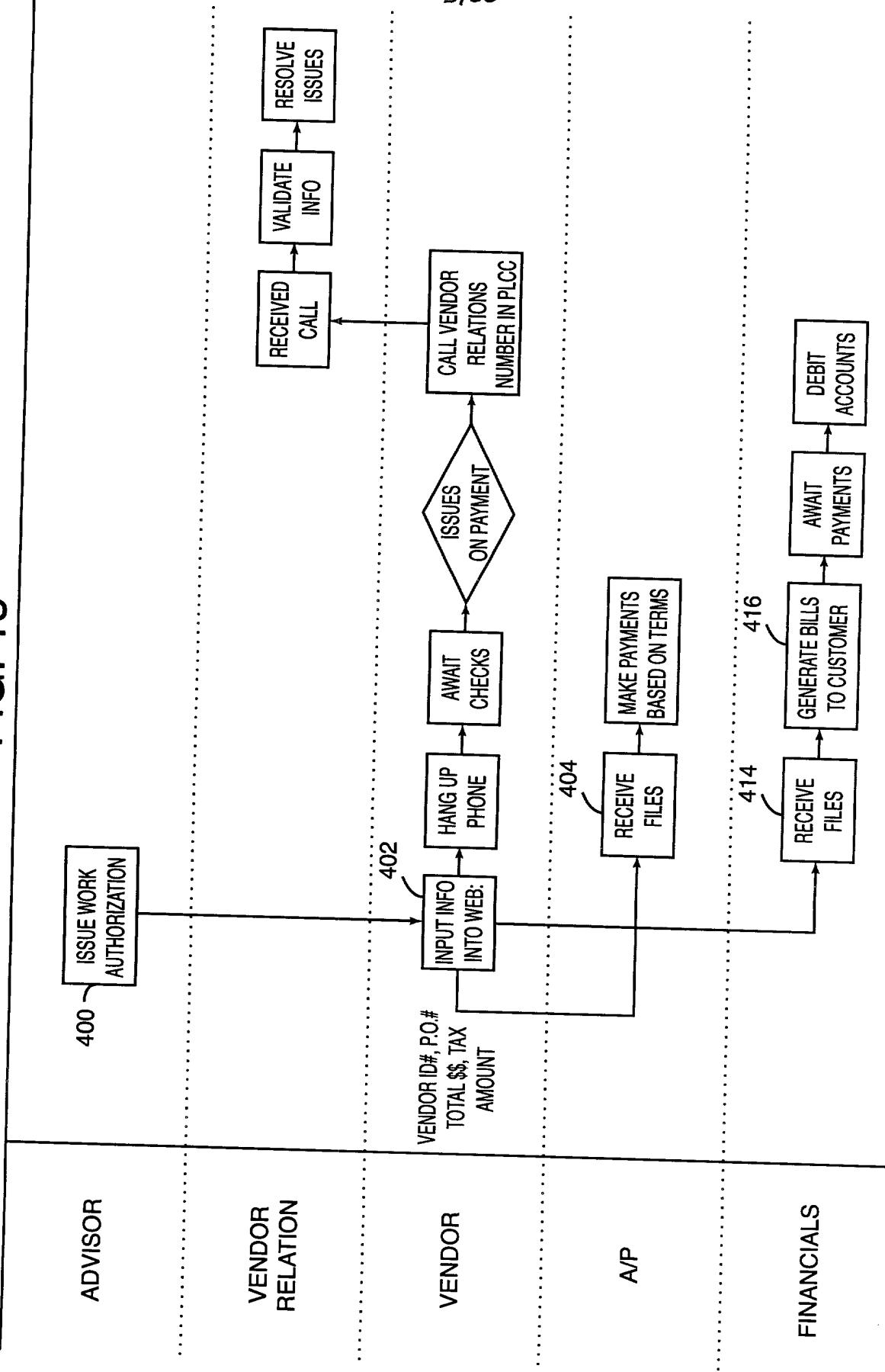


FIG. 12

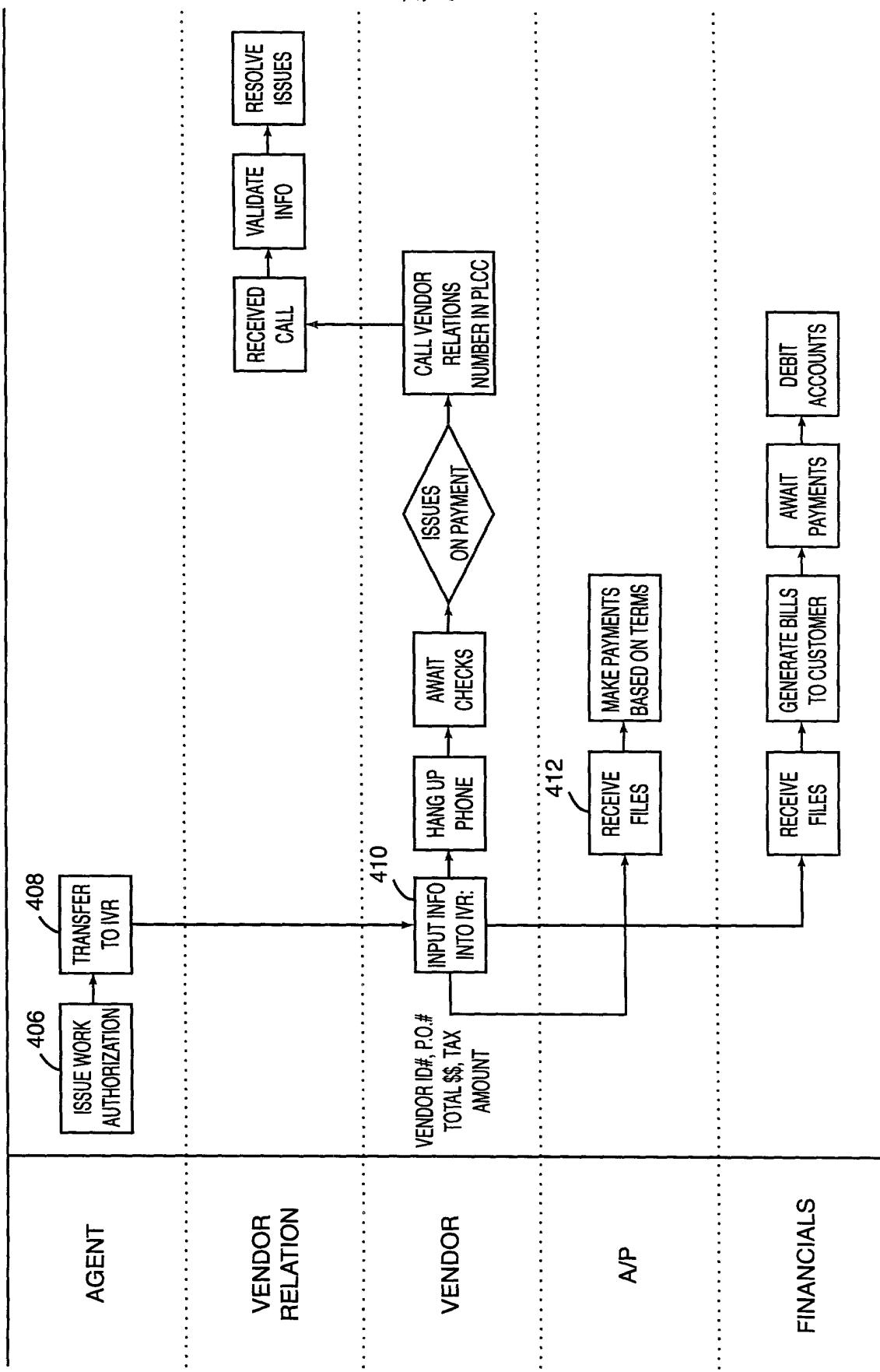
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FIG. 13



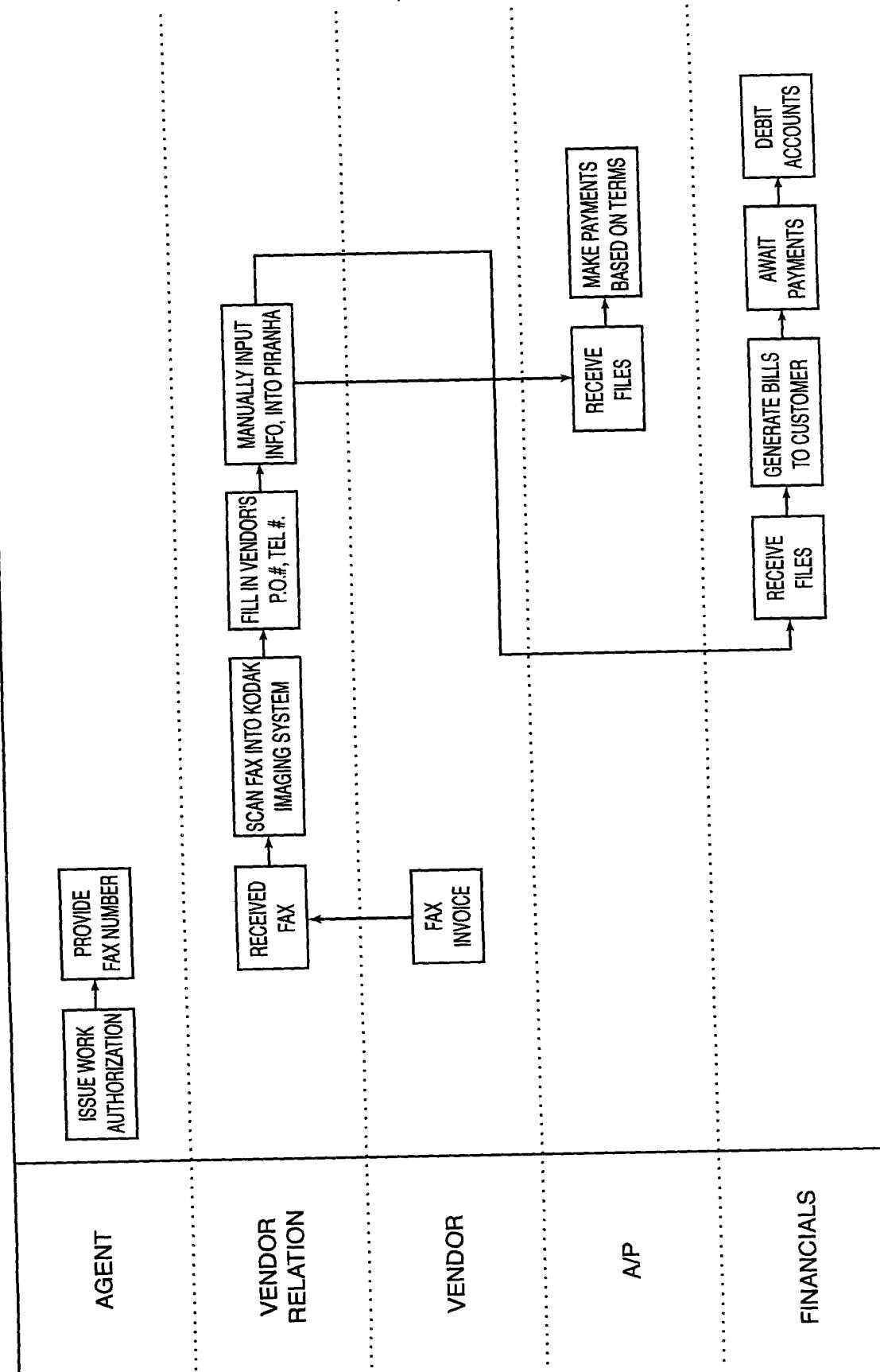
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FIG. 14



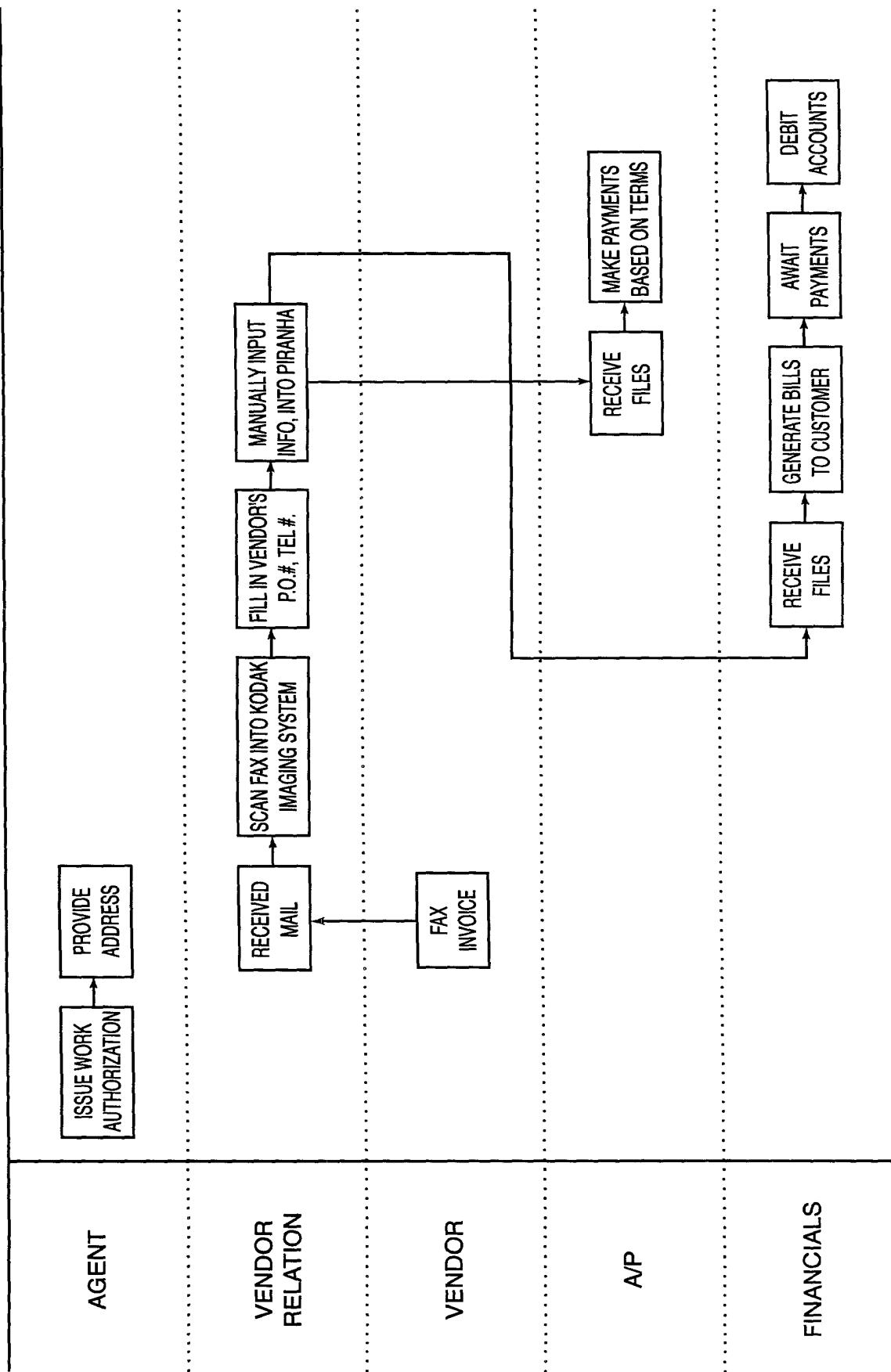
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FIG. 15



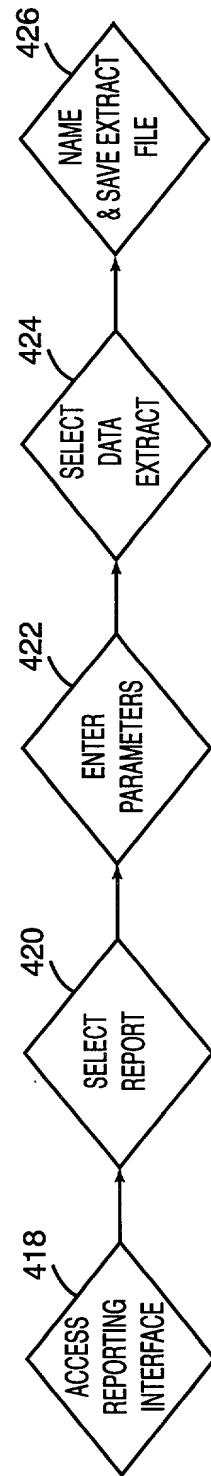
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FIG. 16



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FIG. 17



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FIG. 18

GE TRANS INFO - Microsoft Internet Explorer provided by MSN

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Favorites History Search Mail Print Real.com Messenger

Address: <http://ecommerce.fleet.capital.ge.com/NASAApp/piranta/ServIndex>

GE Capital Fleet Services

GE TRANSINFO

Incident No: User: MSTUMNE Date: 2/14/2001

Corp/Fleet/Unit No:  Search Clear

Alternate Unit Number  Replacement

Driver First Name  Driver Last Name

WA Number  Load Swap

VIN  Find-A-Home

Created Date  Incident Status

Invoice Number  Assigned To  Reminder

Contract Number  Modified By

Phone Number  Paged

Accident Number  Accident

Email a GE Representative

Start Exploring pic: serv Samefile Inbox Mic. Jody Close GETRA... Image Fiesa Trusted Sites

9:21 AM

GE Home | Maps Home | Contact Us | Incident Search | Vendor Search | Phone Log | WA | Parameters | Reminder | Load Swap | Asset Details

Search

Main Menu

Incident

Invoice

Billing Information

Reports

Maintenance

Exit

GE Home | Maps Home | Contact Us | Incident Search | Vendor Search | Phone Log | WA | Parameters | Reminder | Load Swap | Asset Details

Search

Corp/Fleet/Unit Number

Alternate Unit Number  Replacement

Driver First Name  Driver Last Name

WA Number  Load Swap

VIN  Find-A-Home

Created Date  Incident Status

Invoice Number  Assigned To  Reminder

Contract Number  Modified By

Phone Number  Paged

Accident Number  Accident

Email a GE Representative

Start Exploring pic: serv Samefile Inbox Mic. Jody Close GETRA... Image Fiesa Trusted Sites

9:21 AM

19/26  
 FIG. 19

**GE TRANS INFO - Microsoft Internet Explorer provided by MSN**

File Edit Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Real.com Messenger

Address: <http://ecommerce.fleetcapital.ge.com/NASAapp/piranha/ServIndex>

**GE Capital Fleet Services**

**Incident**

Corp/Fleet/Unit No:	01/30225/111090	Incident No:	200	User:	MSTUMNE	Date:	2/14/2001	
Incident Search	Vendor Search	Phone Log	WA	Parameters	Reminder	Load Swap	Asset Details	
Corp/Fleet/Unit Number	01 30225 111090	Save	Clear	Reports				
Fleet Name	Year	Make	Model	VIN				
RYDER TRS	1988	DEMCO	T6000ACC	15DR222001A11090				
First Name	Last Name	Phone Number						
JAMI	REDMOND	8013567764						
Problem Comments	cc blinkers don't work		Detail	Direction of Travel				
Location City/State	PROVO	UT	Detail	Save				
Location Comments house 702 w. lebon circle and x street 500 w or 920 s.								
Destination City/State	Contract Number							
Down Time	Up Time							
01/30/2001 19:11:02	01/31/2001 19:35:34							
Odometer Reading	Hub/Hours Reading		Alternate Unit Number					
Email a GE Representative								
Start Exploring	Exploring	pic:sev	SameTime	Inbox Mc.	Jody Close	GE TRA...	Trusted Sites	

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FIG. 20

**GE TRANS INFO - Microsoft Internet Explorer provided by MSN**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Size Print Real.com Messenger

Address: <http://ecommerce.fleetcapital.ge.com/NASApplpiranhai/ServIndex>

**GE Capital Fleet Services**

Corp/Fleet/Unit No: Incident No: User: MSTUMME Date: 2/14/2001

**Vendor Search**

Incident Search	Vendor Search	Phone Log	WA	Parameters	Reminder	Load Swap	Asset Details
Phone				Vendor ID			
Vendor Name							
City/State							
County/Zip							
Class							
PL-PLCC Dealer							
RT-Truck Road Service							
TD-Truck Dealer							
TS-Truck Services							

Affiliation

GO-GOODYEAR TIRE	14-Forklift Service
IMCAN-IMPERIAL OIL CANADA	1-Alignment - Truck
KS-KELLY SPRINGFIELD	10-Fuel- Truckstop
SA-SAFELITE	22-Inspection- DOT/state/BIT

**Radius 20 Hours**

Vendor Type

Both  National Accounts  Independent Garages

**Clear** **Search** **New Vendor**

**Email a GE Representative**

**Start** **Exploring** **Exploring** **pic:sev** **Same time** **Inbox Mic.** **Jody Close** **GE TRA...** **Intranet Ware** **Trusted Sites**

9:21 AM

Applicant: Mark Stumne  
Title: Method and System for Emergency Assistance Management  
Appln No. 09/841,842

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FIG. 21

GE TRANS INFO - Microsoft Internet Explorer provided by MSN	
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> GE Home   Maps Home   Contact Us   CorpFleet/Unit No: <input style="width: 150px; border: 1px solid black; border-radius: 5px; padding: 2px 5px;" type="text" value="Incident No: "/> User: MSTUMNE Date: 2/14/2001         </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> Main Menu   Incident Search   Incident   Vendor Search   Phone Log   WA   Parameters   Reminder   Load Swap   Asset Details         </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> Billing Information   MSTUMNE   Reports   02/14/2001 11:44:42   Maintenance   Phone Number   Contact Type   Action Item   (MSTUMNE)   Incident Assigned To   ABEAR   Save         </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> Email a GE Representative   Trusted Sites         </div>	
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> GE Capital Fleet Services   GE TRANS INFO         </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> GE Home   Maps Home   Contact Us   CorpFleet/Unit No: <input style="width: 150px; border: 1px solid black; border-radius: 5px; padding: 2px 5px;" type="text" value="Incident No: "/> User: MSTUMNE Date: 2/14/2001         </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> Main Menu   Incident Search   Incident   Vendor Search   Phone Log   WA   Parameters   Reminder   Load Swap   Asset Details         </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> Billing Information   MSTUMNE   Reports   02/14/2001 11:44:42   Maintenance   Phone Number   Contact Type   Action Item   (MSTUMNE)   Incident Assigned To   ABEAR   Save         </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> Email a GE Representative   Trusted Sites         </div>	
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> GE Home   Maps Home   Contact Us   CorpFleet/Unit No: <input style="width: 150px; border: 1px solid black; border-radius: 5px; padding: 2px 5px;" type="text" value="Incident No: "/> User: MSTUMNE Date: 2/14/2001         </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> Main Menu   Incident Search   Incident   Vendor Search   Phone Log   WA   Parameters   Reminder   Load Swap   Asset Details         </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> Billing Information   MSTUMNE   Reports   02/14/2001 11:44:42   Maintenance   Phone Number   Contact Type   Action Item   (MSTUMNE)   Incident Assigned To   ABEAR   Save         </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <span style="font-size: 2em;">✖</span> Email a GE Representative   Trusted Sites         </div>	

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FIG. 22

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FIG. 23

GE TRANS INFO - Microsoft Internet Explorer provided by MSN

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Favorites History Mail Size Print Real.com Messenger

Address: <http://ecommerce.fleet.capital.ge.com/NASApp/piranha/Servindex>

GE Capital Fleet Services

GE TRANS/INF

New Invoice Information

WA Number	WA Number
Invoice Number	Invoice Number
Billing Information	
WA Pricing	\$ 0.0
Sub Total	\$ 0.0
Sub Total	\$ 0.0
Total Invoice	\$ 0.0
WA Status	
Scanned Reference Number	
<input type="button" value="Save"/>	

Vendor Name:

Invoice Received Date:

WA Close Date:

WA Invoice Method:

User: MSTUMNE Date: 2/14/2001

Incident No:

Copy/Fleet/Unit No:

Main Menu

- Incident
- Invoice
- Billing Information
- Reports
- Maintenance
- Exit

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Favorites History Mail Size Print Real.com Messenger

Address: <http://ecommerce.fleet.capital.ge.com/NASApp/piranha/isp/ispinReceiveInvoice.jsp>

Start Exploring Exploring  picc.sev  SameTime  Inbox.Mic.  Joch.Close  GE TRA...  Trusted Sites

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FIG. 24

GE TRANS INFO - Microsoft Internet Explorer provided by MSN

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Real.com Messenger

Address  http://ecommerce.fleet.capital.ge.com/NAApp/irana/ServIndex

GE Capital Fleet Services

GE TRANSINFO

User: MSTUMNE Date: 2/14/2001

Incident No:

Corp/Fleet/Unit No:

Request Bill

Main Menu

Incident

Invoice

Billing Information

Reports

Maintenance

Exit

Fleet Number

Bill Start Date

Bill End Date

Trial Mode

Final Mode

Generate Bill

Miscellaneous Charges

Fee/Code  Charge Description  Charge Amount

Maps Home

Start Exploring Exploring

Inbox Mic. Same time

GE TRA... Joty Close

Trusted Sites

25126

FIG. 25

GE TRANS INFO - Microsoft Internet Explorer provided by MSN

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Size Print Real.com Messenger

Address: <http://ecommerce.fleet.CapitalGE.com/NASAApp/rainha/ServIndex>

GE TRANSINFO

User: MSTUMNE Date: 2/14/2001

Incident No:

Copy/Fleet/Unit No:

GE Capital Fleet Services

GE TRANSINFO

GE TRANSINFO

Request Report

Billing Information

Date From  Date To  Downtime Hours

Descending  Ascending

ALL Fleets  Per Fleet  Fleet Number

All Agents  Single Agent  User ID

Open  Pending  Closed  Void  All

Main Menu  Incident  Invoice  Reports  Maintenance  Exit

GE Home  Maps Home  Contact Us

pic:sev  SameTime  Inbox Mc.  GE TRA...  Jody Close  Trusted Sites

Email a GE Representative

Start  Exploring  Exploring  pic:sev  SameTime  Inbox Mc.  GE TRA...  Jody Close  Trusted Sites

9:21 AM

FIG. 26

